

WHAT IS CLAIMED IS:

5

1. A method of collectively managing management information about a plurality of customer service devices, and managing operations of said plurality of customer service devices based on said management information, said method comprising the steps of:

- (a) registering said management information;
- (b) creating a plurality of actions to operate each customer service device, based on said management information, each action corresponding to a condition of said each customer service device;
- (c) registering said plurality of actions;
- (d) selecting an action in accordance with supplied condition information corresponding to the condition of said each customer service device; and
- (e) taking said action with respect to said each customer service device.

25

2. The method as claimed in claim 1, wherein said management information registered at the step (a) includes management information regarding said each customer service device, and contract information about an administrator of said each customer service device and an assignee of management of said each customer service device.

35

3. The method as claimed in claim 1,
wherein the step (b) comprises the step of creating
the action corresponding to each condition of said
each customer service device.

5

4. The method as claimed in claim 3,
10 wherein the step (c) comprises the step of
registering the action for said each condition of
said each customer service device.

15

5. The method as claimed in claim 1,
wherein the step (d) comprises the steps of:
selecting a customer service device
20 corresponding to said supplied condition information
among said plurality of customer service devices;
and

selecting the action corresponding to said
supplied condition information among said plurality
25 of actions registered at the step (c) for the
customer service device.

30

6. The method as claimed in claim 1,
wherein the step (d) comprises the steps of:
judging one or a plurality of types of the
condition information totally; and
35 selecting the action corresponding to a
result of judging the one or the plurality of types
of the condition information totally, among said

plurality of actions registered at the step (c).

5

7. The method as claimed in claim 1,
wherein the step (d) comprises the steps of:

registering said supplied condition
information and identification information about a
10 customer service device taking the action according
to said supplied condition information, as history
information; and

selecting the action corresponding to said
history information and said condition information
15 among said plurality of actions registered at the
step (c).

20

8. The method as claimed in claim 1,
further comprising the steps of:

instructing a maintainer of said plurality
of customer service devices to perform a maintenance
25 operation according to said condition information;
and

receiving information about a result of
the maintenance operation from the maintainer.

30

9. The method as claimed in claim 1,
wherein said condition information is supplied from
35 one of an administrator and a maintainer of said
each customer service device.

10. A management device collectively managing management information about a plurality of customer service devices, and managing operations of said plurality of customer service devices based on
5 said management information, said management device comprising:

an information registering unit
registering said management information;
an action creating/registering unit
10 creating a plurality of actions to operate each customer service device, and registering said plurality of actions, based on said management information, each action corresponding to a condition of said each customer service device; and
15 an action selecting/executing unit
selecting an action in accordance with supplied condition information corresponding to the condition of said each customer service device, and taking said action with respect to said each customer
20 service device.

25 11. A recording medium readable by a management device, tangible embodying a program of instructions executable by said management device to collectively manage management information about a plurality of customer service devices, and manage
30 operations of said plurality of customer service devices based on said management information, said program including the steps of:

registering said management information;
creating a plurality of actions to operate
35 each customer service device, based on said management information, each action corresponding to a condition of said each customer service device;

registering said plurality of actions;
selecting an action in accordance with
supplied condition information corresponding to the
condition of said each customer service device; and
5 taking said action with respect to said
each customer service device.

10

12. A management system, comprising:
a customer service device;
an administrative system administering
said customer service device;
15 a maintenance system maintaining said
customer service device; and
a management device connected to said
customer service device, said administrative system
and said maintenance system through a network,
20 wherein said management device includes an
information registering unit registering management
information about said customer service device
supplied from said administrative system; an action
creating/registering unit creating a plurality of
25 actions to operate said customer service device, and
registering said plurality of actions, based on said
management information, each action corresponding to
each condition of said customer service device; and
an action selecting/executing unit selecting an
30 action in accordance with condition information
corresponding to a condition of the customer service
device, and taking said action with respect to the
customer service device, said condition information
being supplied from said administrative system and
35 said maintenance system.